

## **Watlington and Chalgrove GP Practice - Patient Participation Group**

### **Minutes of the Full Group Meeting held on 3<sup>rd</sup> June 2015 at Watlington Surgery**

#### **Present:**

Carole Montague, Dave Lee, Lynn Baker, Neil Topping, Ann Reed, Doreen Hope, Evelyn Chakera, Gill Walker, Marion Davis

#### **Apologies** were received from:

Roger Beattie, Audrey Mainwaring, Beryl Parkinson, Helen Moss-Black and Peter Grout

#### **Chair:** Dave Lee

1. **Introduction** by Dave explaining the format of the Core Group/Full Group meetings
2. **Carole Montague** was introduced to the Full Group as the new Practice Manger
3. **Townlands Hospital, Henley-on-Thames** – a presentation on the consultation regarding proposals for the hospital was made to the Group by Julia Stackhouse (Consultation Manager, OCCG), Libby Furness (Head of Planning and Transformation, OCCG) and Pete McGrane (Clinical Director Older People's Services, Oxford Health NHS Foundation Trust). An urgent e-mail will be sent to patients encouraging them to complete the questionnaire before the deadline of June 15<sup>th</sup>
4. **SELF** – Neil gave the Group an update on the following issues:
  - Federations – the setting up of a Federation of the 10 GP Practices which form our Locality Group is almost complete. He outlined the advantages for patients. Dr McManus will lead on the bid for the Prime Minister's Challenge Fund
  - Commissioning bids are currently being sought for the following services: District nursing, child & adolescent mental health and adult mental health. Dr Andrew Burnett (SE locality Clinical Director at OCCG) would like feedback on this via [Andrew.Burnett@oxfordshireccg.nhs.uk](mailto:Andrew.Burnett@oxfordshireccg.nhs.uk)
  - Visual Display Screen – this was discussed by the Group and it was felt that we would not need anything too sophisticated. This will need further discussion
  - Oxford Care Summary is now up and running although not everything is accessible yet
  - The next SELF meeting is on 16<sup>th</sup> July in Thame. Neil asked any member who would like to attend to let him know
5. **Schools Project** – Lynn gave the Group an update:
  - Carole has now discussed this with the clinical staff, Dr Neale and Dr McManus, who will now meet with the PPG school group to discuss the

findings and how to take this forward: Feedback to the school and the PPG's and Practice's respective roles in implementation of the outcomes

- Interest in the project has spread beyond our Practice including from Healthwatch Oxfordshire. The Group offered its congratulations to those involved

**6. Health Fair** – thanks were offered to those who attended the Benson Fair and then fed back comments. Following some discussion it was agreed that we would look into doing something on a smaller scale; possibly at the May Day Festival in Chalgrove next year. Ann will contact members of the Benson PPG to get some feedback on their experience of organising one. The Oxford Health Bus may be worth considering for this too

**7. PPG Structure and Communication** – Dave reiterated the role of the Patient Group. To avoid too much e-mail traffic, communication regarding a project will just be between the nominated lead Core Group member and those members who are taking the project forward

**8. AOB:**

- **No show appointments** – Carole reported that these have started to increase in number again. Publicising the figures and reminding patients of the need to cancel rather than just not turn up had helped before and might be worth repeating
- **Non-Collection of Prescriptions** – Carole informed the Group that many prescriptions are issued but not collected which is a waste of the Doctors' time and can incur charges to the Practice. This will be communicated to patients in the next Newsletter
- **111** – there will soon be a review of this service and members were asked to e-mail Neil with feedback on their experience
- **Pharmacies** – it was suggested that the 2 pharmacies could be asked if they would be willing to keep a few copies of the Newsletter for patients to pick up and also if they would like to use the Newsletter to inform patients of relevant changes, news etc. Marion and Doreen will contact the Pharmacist in Watlington and Evelyn will ask Chalgrove. Doreen offered to distribute a few hard copies of the Newsletter within her Age Concern group; Carole will print these out

**Date of the next Full Group meeting:** 23<sup>rd</sup> September, 7.00 p.m. in Chalgrove